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Cc:
Bcc:
Priority: Normal
Date: Thursday March 31 2022 8:33:20PM
Duke Energy Docket No. 2022-83-E

Hello!

My name is Jeannie P. Brown. I filed a complaint with the Public Service Commission about the street lighting charge that Duke Energy had added to my bill to be "transparent" in their billing. After contacting Duke Energy about this charge and being hung up on multiple times and denied the request to be transferred to a supervisor, I decided to take this matter up with the Public Service Commission.

I do not benefit from the street lighting in my neighborhood. We actually installed lighting in our front yard to cover the street in front of my home, so the neighbors could walk down the road at night in safety. I learned that I had been paying this street lighting fee since I purchased my lot and moved into this neighborhood in 1979. At that time if I realized I was paying for a street light that do not benefit me, I would have probably questioned the charge then. Now I have received the Motion to Dismiss Complaint from Duke Energy. I noticed that they did not include the Sept 30, 2021 bill I had included in the complaint which is a bit confusing. I had asked Chad Campbell at the PSC for a letter from Duke Energy explaining exactly where the street lighting charge was at in our prior bills. He was unsuccessful at getting this information for me. That is when I felt that this is an additional charge on everyone in our neighborhood's bill.

In the motion to dismiss it states "And Complainant "does" derive a benefit from those streetlights. If the person did not personally come to my neighborhood and witness this, that person is actually calling me a liar. If they did come, I wished I had known, I would have invited them in for supper since it would have had to been at night.

This has actually caused me tremendous anxiety! I am a 63 years old woman. All I want and stated from the start of this is what I am paying for....a street light that benefits me at no charge to install. At that time CP&L obviously installed the streetlights incorrectly because they are not spaced out as 4 lights to 40 lots. Also there was never a specific charge for street lights on our bills, and I have a hard time figuring out how we were being charged for this service.

In conclusion, I know I cannot fight a big utility company. It's not like I can cancel this service. I have to have the power they supply, and I have been very satisfied with their service for 63 years. If the complaint is dismissed, I have no choice but to continue paying my bill and paying for the upkeep of the lighting I have installed on my own for my use and for my neighbors to walk the street at night without having to walk through a dark hole in the middle our road.

Thank you very much for your time in this matter.

Sincerely,
Jeannie P. Brown